



# **DRAFT NARRANDERA SHIRE COUNCIL DISABILITY INCLUSION ACTION PLAN**



**2017-2021**

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## INTRODUCTION

Narrandera Shire Council acknowledges the rights of all individuals to have equal access to services and facilities and is committed to identifying and addressing barriers that exist in the delivery of these services and facilities into our community.

In order to facilitate a systematic and measurable approach to disability issues within our Shire this Disability Inclusion Action Plan (DIAP) has been developed and informed by community wide consultation and will provide the blueprint for action on these issues.

Addressing some of the issues will not always fall under Council's responsibility and will require the commitment of other government departments, agencies, business and the community to effect a positive change for the better.

Some of the actions will have deliverables that will be easily achieved with minimal cost others will be more complicated to deliver because they could require extensive resources, accessing outside sources of funding, cooperation between several bodies, a change in attitudes and/or enacting influence over government policy.

Council has a multi-pronged role to play in the delivery of actions mentioned in this plan such as the facilitator, an enabler, a supporter, or an advocator, or a combination of any of the four.

Narrandera Shire Council has One Vision and to achieve this vision we have a number of plans; the proposed Community Strategic Plan 2017-2030, the Delivery Program and an annual Operational Plan. This document the Disability Inclusion and Action Plan has been developed under Council's Community Strategic Plan 2017-2030 and is a supporting document that will inform and influence the actions of the Delivery Program and the Operational Plan.



## WHAT IS THE DEFINITION OF DISABILITY?

The NSW Disability Inclusion Act 2014 defines disability as:

*The long term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others*

The Commonwealth Disability Discrimination Act 1992 defines disability as:

- *A total or partial loss of the person's bodily or mental functions; or*
- *Total or partial loss of a part of the body; or*
- *The presence in the body of organisms causing disease or illness; or*
- *The presence in the body of organisms capable of causing disease or illness; or*
- *The malfunction, malformation or disfigurement of a part of a person's body; or*
- *Disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or*
- *A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or results in disturbed behaviour.*



## TYPES OF DISABILITY

The Commonwealth Disability Discrimination Act 1992 refers to people with the following types of disability:

→ Physical disabilities.

Involving loss of damage to internal or external parts of the body. This includes musculoskeletal disorders, diseases such as respiratory and cardiac conditions, epilepsy, diabetes and immunological disorders including HIV/AIDS

→ Sensory disabilities

Loss of sight which is not corrected by glasses - or loss of hearing

→ Psychological disabilities

Including nervous or emotional conditions (for which people receive treatment), blackouts, fits or mental illness with require supervision; and

→ Intellectual disabilities

Including slowness at learning or understanding things.

People with a disability can have one or more impairments and there can be many different combinations of impairment types.

## WHAT IS DISCRIMINATION?

According to the Australian Human Rights Commission:

*Disability discrimination is when a person with a disability is treated less favourably than a person without the disability in the same or similar circumstances.*

*For example, it would be 'direct disability discrimination' if a nightclub or restaurant refused a person entry because they are blind and have a guide dog.*

*It is also disability discrimination when there is a rule or policy that is the same for everyone but has an unfair effect on people with a particular disability.*

*This is called 'indirect discrimination'.*

*For example, it may be indirect disability discrimination if the only way to enter a public building is by a set of stairs because people with disabilities who use wheelchairs would be unable to enter the building.*

## LEGISLATION AND POLICY INFLUENCES

### **The Convention on the Rights of Persons with Disabilities**

Is an international human rights treaty of the United Nations intended to protect the rights and dignity of persons with disabilities. Parties to the Convention are required to promote, protect, and ensure the full enjoyment of human rights by persons with disabilities and ensure that they enjoy full equality under the law.

Australia's ratification of the United Nations Convention on the Rights of Persons with Disabilities in 2008 reflects the Australian Government's commitment to take action and support a coordinated plan across all levels of government to improve the lives of people with disability, their families and carers.

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### **The Disability Discrimination Act (DDA) 1992**

The Disability Discrimination Act (DDA) provides protection for everyone in Australia against discrimination based on disability. The Commonwealth Disability Discrimination Act (DDA) was enacted in 1992 following years of lobbying by women and men with disabilities and human rights activists who recognised that national legislation equal to the Race Discrimination Act and the Sex Discrimination Act was urgently required to protect and enhance the rights of people with disabilities. The DDA makes it unlawful to discriminate in the provision of goods, services or facilities against people on the basis that they have, have had, or may have, a disability. The Act also makes it unlawful to discriminate against a person on the basis that one of her or his associates may have a disability.

## **The National Disability Insurance Scheme Act 2013**

Establishes a framework for the National Disability Insurance Scheme by: setting out the objects and principles of the scheme, including people with disability being given choice and control over the care and support they receive, and giving effect to certain obligations under the Convention on the Rights of Persons with Disabilities; providing for the establishment and functions of the National Disability Insurance Scheme Launch Transition Agency, including implementing the scheme from July 2013; and providing for a review of the operation of the Act after a two-year period.

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## **The Disability Services Act (1986)**

The Disability Services Act was passed in 1986 with the aim of providing a coordinated approach to assisting people with disability to gain and maintain employment. The Disability Services Act provides a legislative and funding framework for a range of disability services, most significantly employment services. The Disability Services Act also provides for a set of guiding standards for the delivery of quality services known as the Disability Services Standards.

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## **The National Disability Agreement**

The National Disability Agreement, introduced in 2009, represents the peak partnership agreement between the Australian and state and territory governments. It features clear roles and responsibilities for each level of government and joins these efforts together through nationally agreed objectives and outcomes for people with disability, their families and carers. The Agreement sets out the responsibility of the Australian Government to provide income support and employment support to people with disabilities. It is the role of the states and territories to deliver specialist disability services such as disability supported accommodation, respite and community support services such as therapy, early childhood interventions, life skills and case management.

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## **The National Disability Strategy**

The National Disability Strategy outlines a 10-year national policy framework to guide government activity across six key outcome areas and to drive future reforms in mainstream and specialist disability service systems to improve outcomes for people with disability, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. The Commonwealth, state, territory and local governments have developed the Strategy in partnership under the auspices of the Council of Australian Governments (COAG). The National Disability Strategy was formally endorsed by COAG on 13 February 2011.

## Standing Council on Community, Housing and Disability Services (SCCHDS)

Membership of the SCCHDS is made up of Commonwealth, State, Territory and New Zealand Ministers with responsibility for community, housing and disability matters, and the Australian Local Government Association. The Council provides a forum for member Governments to discuss matters of mutual interest and progress key national reforms in the areas of social and subsidised housing, child protection, disability, carers, seniors, concessions, disaster recovery and community services.

### NSW Disability Inclusion Act 2014

The new Act was shaped by feedback received during an extensive state-wide consultation process conducted over the past few years. It reflects the NSW Government's commitment to creating a lasting legacy of inclusion for people with disability during and following the transition to the National Disability Insurance Scheme (NDIS).

The new Act adopts a definition of disability based on the United Nations Convention on the Rights of People with Disability. This definition recognises that disability results from barriers in society that prevent or limits inclusion.

In recognition of this, the new Act requires the NSW Government to undertake disability planning which aims to support the inclusion of people with disability in the community, and improve their access to mainstream services and community facilities in NSW. The Act also requires that all disability planning is done in consultation with people with disability. These requirements will remain in place after the transition to the NDIS



Source: *Disability Inclusion Action Planning Guidelines Local Government.*

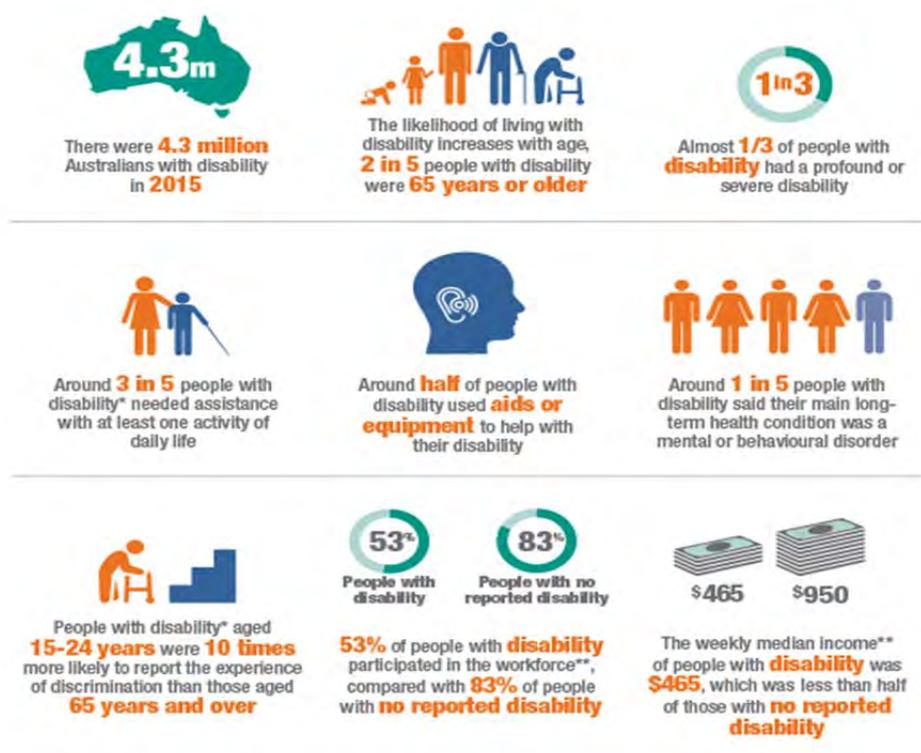
## Other Standards that inform Council's Work

- Australian Standard (AS 1428) – Design for Access and Mobility.
- Disability Access to Premises Buildings Standards 2010.
- Disability Standards for Accessible Public Transport 2002.
- Web Accessibility National Transition Strategy 2010.

## DISABILITY IN AUSTRALIA

The disability prevalence rate in Australia has remained relatively stable over time, with 18.3% of people reporting disability in 2015, and 18.5% in 2012 and 2009. In the 2015 survey of Disability, Ageing and Carers (SDAC) a person has disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders. Disability may affect a person's mobility, communication or learning. It can also affect their income and participation in education, social activities and the labour force. The collection of information about people with disability is important for many reasons including the provision of appropriate services and support.

In 2015:



Source: The 2015 Survey of Disability, Ageing and Carers (SDAC)

## **DISCRIMINATION IN AUSTRALIA**

The 2015 Survey of Disability, Ageing and Carers (SDAC) introduced a new disability discrimination module designed to estimate the prevalence of discrimination for those with disability and identify the nature of this discrimination. Included in this publication is information about Australians with a disability that were living in households, aged 15 years and over and their experience in the last 12 months with discrimination because of their disability.

In 2015:

- ➔ Almost one in 12 Australians with disability (281,100 people or 8.6%) reported they had experienced discrimination or unfair treatment because of their disability.
- ➔ Young people with disability (aged 15 to 24 years) were more likely to report the experience of discrimination (20.5%) than those aged 65 years and over (2.1%).
- ➔ Over one-third (35.1%) of women and over one-quarter (28.1%) of men aged 15 years and over had avoided situations because of their disability.

## **DISABILITY IN NARRANDERA SHIRE**

According to the Australian Bureau of Statistics 2011 census on Population and Housing there were:

- ➔ 403 persons who stated they needed assistance with core activity which represents 6.83% of the Shires population.
- ➔ 595 persons who stated that they provided unpaid assistance to a person with a disability or 10.1% of the Shires population.

Whilst there are no figures specifically for the Narrandera Shire, according to the Commonwealth Department of Social Services figures for the March quarter 2014, (latest available), there are 1.14% of people in the Riverina Area receiving a carer payment, 4.23% receiving a disability pension and 11.70% receiving an aged pension.

## **THE CONSULTATION PROCESS**

Disability Inclusion Access questions and issues were incorporated into the consultation for the Community Strategic Plan (CSP). A number of items were highlighted across a range of consultations held by Council over a 12 month period. In all there were over 1,300 persons involved including 545 for the specific purpose of the CSP review and the development of the Disability Inclusion Action Plan.

The CSP review included specific disability access questions in the CSP survey questionnaire. A separate Disability Inclusion survey was also distributed via service providers, health workers and the general community in hard copy (650 copies); the document was also made available for completion online. Media releases and advertisements were placed in the local media and information distributed via social media links. Sector specific workshops were held that included people with a disability, their carers, support workers and disability service providers.

Of the respondents for the CSP survey 16% identified as living with a disability or having a close member of their family living with a disability. Additionally the survey received 61 responses with a further 27 people involved in specific workshops.

## WHAT DID THE COMMUNITY HAVE TO SAY?

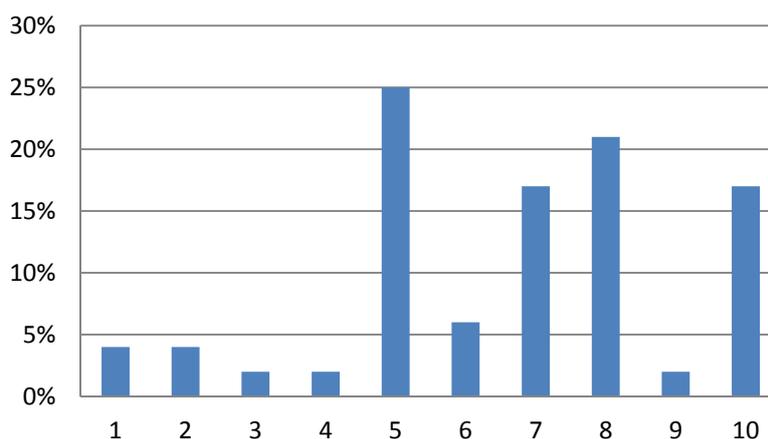
### DISABILITY INCLUSION AND ACCESS SURVEY

For the Disability Inclusion survey there were 61 surveys completed with just over half being completed online.

#### QUESTION

***In general how do you rate the Community's attitude towards people with a disability (using a scale 1-10 with 10 being very happy)***

The overall average was 7 with the rating of 5 being the most chosen (25%)



Using scale 1- "not happy" through to 10 – "very happy"

#### QUESTION

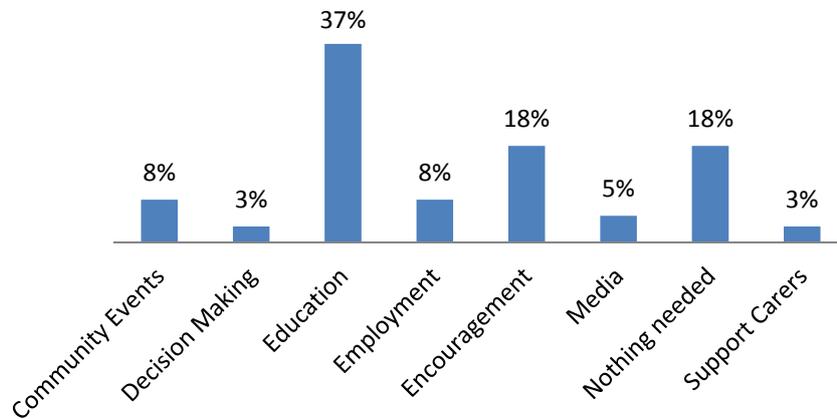
***What do you think could be done to achieve positive change in Community attitudes?***

Over 37% stated that an awareness and education campaign is needed. The other main response referred to encouragement and compassion to those with a disability to enable them to participate actively in community life (18%); other responses include:

- Active involvement of people with a disability in Community events (8%)
- Education within the workplace and with business owners to give people with a disability, meaningful opportunities for work experience (8%)
- Use of media to elevate exposure of local people with disabilities to remove stigma and promote tolerance and acceptance (5%)
- Actively involve people with a disability in decision making processes (3%)

- Support families and carers to allow people with a disability to participate in Community life and not “hide away” (3%).

Of the respondents, 18% said that there was nothing needed as they thought the attitude of the Community was generally pretty good.



A selection of quotes from the survey answers

*To Improve Community Attitudes We Need to.....*

- ❖ “Be a more inclusive town, make it mandatory for businesses to have disabled access and hold educational events to teach people about living with mental health issues”
- ❖ “Increase community involvement for people with disabilities, education of community, increase community /education link”
- ❖ “I think the overall community attitude toward disabilities isn't too bad but I think more needs to be done from council to open up discussion and to build a future that is accessible for all”
- ❖ “help to get young people with disabilities employment, even supported employment in local businesses which helps the person with disability but also strengthens the presence of people with disabilities in everyday community life showing that with support there are very worthwhile positions that they are able to fill”
- ❖ “More awareness, an active role for people with disabilities in decision making around public infrastructure, more exposure through media”
- ❖ “The more people with disabilities are seen and are included in groups so people can get to know them as people. Not HIDDEN AWAY”
- ❖ “The Community on whole is great”

**QUESTION**

**What do you consider to be the major problems that people with a disability encounter in their day to day lives?**

The major barrier for respondents was access issues with 39% including this in their response. Many specifically mentioned difficulty with access to business houses, trouble negotiating footpaths and use of disabled parking, other mentions include:

<u>Item</u>	<u>Number of Mentions</u>
Practical issues with tasks such as cooking, housework, crossing roads	8
Lack of understanding and community inclusiveness	7
Loss of independence	5

Social isolation	5
Little employment opportunities	4
Lack of specialist medical services	3
Transport disadvantage	3
Affordable Accommodation Options	3
Lack of support groups	1
Associated health problems	1
No local Respite Services	1



## QUESTION

***Are there any access issues that make it difficult for people with disabilities to participate in local Community life?***

The two main responses to this question were the condition of footpaths (27%) and difficulty with business/shop entryways (25%); other responses include:

- Parking issues concerning disabled parking as well as their illegal use by able bodied persons. Several mentions were made about having more 15minute parking bays in certain areas (11%)
- Access issues at Lake Talbot Swimming Pool (7%)
- Access Issues with Marie Bashir Park. Several comments were made concerning the door on the disabled toilet and the need for a sliding door as it's hard to manage for someone using mobility aids (5%)
- Lack of ramps and handrails in public areas (5%)
- Inadequate street lighting in some areas (3%)
- Access issues with Narrandera sportsground – no paths, ramps, can get very muddy
- More pedestrian crossings with several mentioning the corner of King and East Streets (to access Library, dentist etc.) (2%)
- Inadequate signage (2%).

## QUESTION

***Is there a role for Council in helping with the above problems? If yes what do you feel that would be?***

In examining this question the main response (50%) concerned undertaking practical improvements to infrastructure such as footpaths, installation of rails and ramps in key areas, better street lighting and addressing parking issues.

The next main response (16%) concerned offering incentives and education to business houses to improve access.

After the two main responses above, the others (8-5%) involved the following:

- ☑ Undertake an educational awareness campaign on what it's like to live with a disability
- ☑ Advocate to ensure that essential health and support services remain in town
- ☑ Ensure that Council sets an example by employing people with a disability including traineeships, volunteering opportunities and work experience
- ☑ Implement an Access Committee so that persons with a disability have an active voice in decision making for public space development, event planning and inclusion strategies
- ☑ Install a hydrotherapy pool
- ☑ Install traffic calming devices in busy locations to give more time for pedestrians to cross safely.
- ☑ Have councillors undertake a practical exercise using a wheelchair to experience the issues "first hand".

A selection of quotes from the survey answers

“

### *Council's role could be.....*

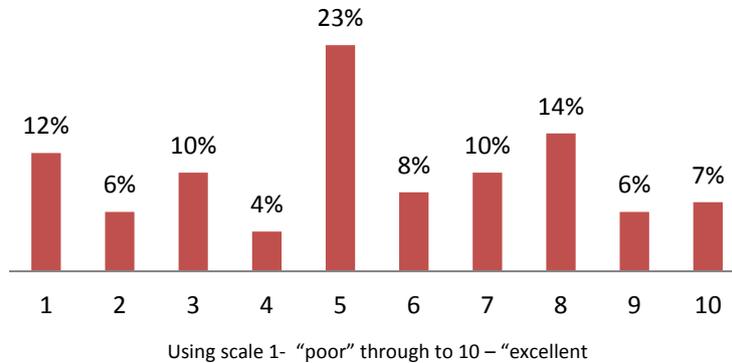
- ❖ *"Employ people with disabilities! Model inclusion. Consult with people with disabilities and their advocates; educate businesses to do the same. Support physical access and community education and involvement opportunities. Make sure actual councillors - (representing their community) have understanding and of issues impacting these citizens - do they know anyone facing these challenges"*
- ❖ *"Suggest facilities such as CRC have some seating areas for people with physical limitation. When planning or renovating paths keep the areas less slippery, and minimise slope where possible. Put seats at some points on pathways and develop a walking track somewhere level for foot traffic only no bikes!"*
- ❖ *"Obtain funding for constructing footpaths, ramps for ease of movement, not only wheelchair and cart access, but people with mobility issues in general. Education, advertising businesses that have disability access"*
- ❖ *"Council could facilitate an access committee that can have some input into public infrastructure projects to ensure the needs of the disabled community have been considered."*
- ❖ *"Incentives to business to provide stable ramps , handrails and better signage for facilities"*

”

**QUESTION**

**How do you rate Council’s communication with the Community (using a scale of 1-10 - with 10 being excellent)?**

The overall average score for this question was 5.



**QUESTION**

**Are there any methods that Council should consider to improve communication with the Disabled Community?**

There were 36 that responded to this question with a mixed bag of answers. There were several mentions of the use of social media and distribution of regular newsletters; other ideas included:

<ul style="list-style-type: none"><li>• Having disability champions to advise on disability issues</li></ul>	<ul style="list-style-type: none"><li>• Have a section on Council’s website dedicated to disability information including links to professional bodies</li></ul>
<ul style="list-style-type: none"><li>• Having Braille paperwork, a staff member that understands sign language and practical assistance with completion of forms</li></ul>	<ul style="list-style-type: none"><li>• Participate in local disability support organisations and functions/events</li></ul>
<ul style="list-style-type: none"><li>• Have information tents at events and activities</li></ul>	<ul style="list-style-type: none"><li>• A regular column in the newspaper relevant to disability issues</li></ul>
<ul style="list-style-type: none"><li>• Hold open forums</li></ul>	<ul style="list-style-type: none"><li>• Implement discussion groups</li></ul>

Newsletter Understand Meetings Support  
Social Media Contact Community  
Concerns Disability Events Council Surveys  
Ask Face to Face

## COMMUNITY STRATEGIC PLAN SURVEY

The Community Strategic Plan Survey contained three disability specific questions. There were 174 responses to this survey, however not everyone chose to answer these questions. Discussion on disability issues were also covered as part of the general Community and Stakeholder workshops.

### QUESTION

**Council owns a range of Community buildings including the Library, Art and Community Centre, Administration building, Tourist Information Centre, Community Halls, Airport, Sportsgrounds, Parks and Gardens, Public Toilets. Are there any issues for people with disabilities in accessing these spaces? If so, can you give a few details?**

Once again Lake Talbot Swimming Pool rated several mentions as having disability access issues. Otherwise there were a variety of comments and some a printed below:

A selection from the survey answers

“

“Swimming pool - love to get a ramp put into the big Pool  
Public toilet -(in Park - new one) needs more disable parking  
in front walkway - all good otherwise”

“Low southern entrance to Lake Talbot swimming pool area  
needs restructuring so that people remain independent”

“Unless you use the access on the eastern side of the sports-  
ground it is hard work to gain entry. No covered area for  
disabled people”

“Just one thing in the main street - have more seats for  
people to sit on. With elderly populations and unwell people  
a place to sit on the way can really help”

“Access from the road to the footpaths in front of the  
buildings from a disabled car space, rough surfaces that are  
a trip hazard and difficult for people in wheel chairs I.e.  
Footpaths and surface of the parking area at the airport,  
minimal to no tactile indicators or other visual cues for  
vision impaired”

“Doors at administration building are not automatic. (this  
makes it a lot easier for wheelchair access)”

“Footpaths, parking, play equipment for children with  
disabilities, many doors of these buildings are very heavy  
and a disabled person cannot access even the shire council’s  
front door. The counter is so high if in a wheelchair you can’t  
see over. the sports ground needs a safe ramp to be more  
accessible and a closer toilet or at least a footpath to the  
disabled toilet “

“Needs to be more public toilet near the main street and  
many are not clean enough to want to use the size of  
cubicles and the way the doors open when on crutches or  
walker are not user friendly The main street could use more  
places to sit down”

”

## QUESTION

**What do you believe are the main issues facing people with a disability in our Community?**

There were 144 responses with accessibility as the single biggest issue highlighted. This included not only physical access to buildings, business, and facilities but also access to social opportunities, specialist medical services, meaningful employment, respite services and suitable transport options.

Other areas mentioned included educating the Community to promote equality and counter discrimination, assisted independent living, being safe and secure, feelings of isolation, fostering independence, importance of support networks and assistance for carers.

## QUESTION

**Do you have any thoughts on how these issues could be resolved?**

There were 114 responses with many comments involving provision of physical infrastructure such as ramps, disabled parking, footpath improvements, modified playgrounds, improved lighting, grants for shop owners to improve access issues,

Other resolutions included provision of information and education on disability awareness and disability standards, research funding opportunities, implement an access committee, attract skilled professionals, advocate for services and enforce parking restrictions.



## QUESTION

To help us understand the results we would like to know your interest in completing the survey. Please tick all that apply



## DISABILITY WORKSHOPS

Issues that were identified by participants as being of main importance are highlighted in light blue:

### Service Issues for Narrandera

- Having full understanding of the impending NDIS and its application in certain service areas
- Disbursement of meaningful information on the NDIS within the Community
- Supporting clients with accurate information and guidance so they understand what options are open to them so they can make informed decisions
- Provision of education and encouragement to Community Groups on facilitating persons with a disability as participants/members
- Identifying opportunities for persons with a disability to volunteer and share their gift/s
- Endeavouring to support carers to allow persons with a disability to “find their voice” and be responsible for their own decision making
- Provision of education and promotion of understanding from a young age on disability issues through school engagement
- Encouraging the wider community to focus on the “ability” and not the “disability” – (Don’t “Dis” my Ability)
- Evolving practice of person-centred delivery
- Shifting attitudes and perceptions towards person-centred delivery and its application for the carer/worker/client
- Keeping abreast of potential changes within the Policy framework of the NDIS
- Re-marketing of services to meet the requirements of the NDIS and with clients in general

- Strategic planning to meet the evolving challenges and ensure effective service delivery in the long term
- Restrictions that public organisations have to work within. Less flexibility and scope to be innovative
- Community awareness and relevant services that support people with a psycho/social disability including dedicated mental health case workers
- Support mechanisms for staff to minimise potential burnout
- Accessing and educating business so that a variety of job opportunities can be provided for persons with a disability
- Employing the relevant communication methods in consideration of generational differences
- Will a competitive environment under the NDIS result in the best outcomes for clients in small rural areas?



### Community Issues

- Having the right facilities and equipment (e.g. good access, disabled toilets, change rooms, appropriate seating) so that persons with disabilities can attend social activities in comfort and with confidence
- Access issues with public spaces such as Council facilities and medical/hospital services
- Need for installation of ramps, pedestrian crossings, disabled parking spaces in and around the CBD area
- Tactile indicators/bright rings around posts/ poles so they are identifiable by vision impaired
- Address issues with uneven ground
- Improve access at the Lake Talbot Swimming Pool
- Safety issues – installation of lines (tactile indicators) to signify laneways
- Improve the street lighting and access over gutters
- People parking their cars in their driveways which blocks access up and down residential streets
- People with a disability need to be consulted when an event is being planned to ensure that it is inclusive for all
- Children with a disability need to be mainstreamed where possible to encourage tolerance, understanding and acceptance in the wider community
- Mental health needs to be an important focus as it is a “hidden” disability and is sometimes not recognised as being a legitimate disability
- There needs to be a better understanding in the general community on what it’s like to live with a disability – begin with educating the kids in school

- Establishment of a parenting /carers room within the CBD
- More provision of a range of general assisted living options (Places to rent)
- Need to ensure adequate medical services locally so people are not having to travel (which can be very challenging for someone with a disability)
- Medical services need to be delivered effectively and, most importantly, consistently
- Services need to develop partnerships to seek opportunities for supportive programs. Joint efforts could be more successful
- Respite needs to be well catered for to allow carers to take regular time for themselves
- Opportunities for volunteering in the Community need to be explored. It will strengthen employability and confidence
- It would be good to have local education and training around bike safety, pedestrian safety, internet safety, developing safe relationships, living skills, cooking safely and driving lessons
- Provision of general interest courses at TAFE NSW to allow development of interests and opportunities for social interaction – such as cooking, craft, art etc.
- Tailor-made training for people with a disability
- Education into the Community about considerations for people with a disability such as traffic safety, customer service, communication methods, access
- Disability support staff need recognition for their role and a personal understanding of how important they are to their clients and families



### Opportunities presented from both workshops

- Appointment of a person with a disability as a “Living Life My Way” Ambassador for the Shire
- Implementation of a Peer Support program to identify Community members that can support people with a disability to feel more inclusive
- Implementation of a volunteering program for people with a disability
- Examine hire of a portable disability change room (from Wagga City Council) for events/activities
- Advocate to the Narrandera Business Group on the positives of providing work experience for people with a disability
- Investigate the ability to provide a portable hearing loop for use/hire within the Community
- Encourage availability of audio versions of newspapers, flyers and other information to enable access by sight impaired and/or illiterate persons
- Become and market the Community as “Disability Friendly” to encourage new residents to enjoy the benefits of living here

- Innovation in the ways in which the needs and desires of people with a disability are met (example - Kurrajong Waratah partnering with the Riverina Community College to deliver cooking classes to address numeracy and literacy issues with disability clients)
- A regular feature in the newspaper that showcases disability programs and the staff that support these programs
- A central point for dissemination of information including education of general customer service staff of what services are doing
- Education and training opportunities for the disability community including classes that can be accessed by the community in general

## WHAT IS COUNCIL'S ROLE

**Where possible -Council's Role is to be:**

- The Facilitator
- The Advocator
- The Enabler
- The Supporter

AND To set an example as well as foster awareness around being an **Inclusive Community**

## DISABILITY INCLUSION FOCUS AREAS

The NSW Disability Inclusion Plan identifies four key focus areas, nominated by people with a disability, as being of primary importance in creating an inclusive community.

These are:

**Developing positive community attitudes and behaviours**

The attitudes and behaviours of the general community towards people with a disability have been described as the single greatest barrier to full access and inclusion

**Creating Liveable communities**

Liveable communities are important for all people and are achieved by applying the principles of universal design (\*refer note below). Creating liveable communities is more than modifying the physical environment; it covers areas such as universal housing design, access to transport, community recreation, policies and social engagement

**Supporting access to meaningful employment**

Employment contributes to independence and feelings of self-worth, social interaction and mental health and increases opportunities to support individual choice and control.

**Improving access to services through better systems and processes**

A common issue for people with a disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front line personnel and the lack of accessible options for communicating.

\*Note: Universal design refers to the design of products, environments, programs and services to be usable by all people of different ages and abilities over time, to the greatest extent possible, without the need for adaptation or specialised design. The 7 Principles of Universal Design were developed in 1997 by a working group of architects, product designers, engineers and environmental design researchers. The purpose of the Principles is to guide the design of environments, products and communications

**IMPORTANT NOTE:**

Addressing some of the issues will not always fall under Council's responsibility and will require the commitment of other government departments, agencies, business and community to effect a positive change for the better.

## COUNCIL STRATEGIES AND ACTIONS TO ADDRESS DISABILITY AND INCLUSION ISSUES

### FOCUS AREA 1      Developing Positive Attitudes and Behaviours

#### Council CSP Goal -    To live in an inclusive and tolerant community

No	Strategy	Action	Timeframe	Responsibility
	Elevate the profile and importance of people with a disability in our Community	Consider the appoint a person with a disability as a “Living Life My Way” Ambassador for the Shire	2 years	Community Development and Library Manager also Events Officer
		Advocate for a regular item in the media showcasing people with a disability, disability programs, support staff and carers	Ongoing	Communications Officer
	Educate Council front line staff on the considerations of people with a disability	Conduct disability awareness training on a regular basis	Ongoing	Human Resources Officer also Workplace Health and Safety Officer
	Promote disability awareness across the Community	Council to set an example by using its publications and website to foster positive attitudes – including promotion of actions being undertaken from the DIAP	Ongoing	Communications Officer
		Actively participate in any event, forum, expo or meeting that has a focus on disability awareness - such as International Day of People with a Disability	Ongoing	Community Development and Library Manager also Community Support Manager
		Provide education around road/pedestrian safety into the Community for and about people with a disability	Ongoing	Road Safety Officer

## FOCUS AREA 2      Creating Liveable Communities

### Council CSP Goal - To feel connected and safe

No	Strategy	Action	Timeframe	Responsibility
	Ensure the needs of people with a disability are properly considered	Implement an Access Committee – including people with a disability/carers/support workers to be regularly consulted on improving and evaluating Council's actions in addressing disability issues	2 Years	Community Development and Library Manager
	Ensure safety of pedestrians within the CBD	Install tactile indicators at laneway entrances and around posts and poles to assist vision impaired	2 Years	Manager Works
		Ensure regular safety audits are undertaken to identify uneven paths and other hazards and assistive measures to be actioned	Ongoing	Manager Works also Road Safety Officer
	Educate on the need for compliance of building standards and Disability Discrimination legislation	Intending developments are provided and advised on the requirements of Access to Premises Standards	Ongoing	Environment and Planning
		Businesses to be provided an information package on the advantages and importance of enabling access to people of all abilities	Ongoing	Economic Development
	Council public buildings and recreation areas are accessible for people of all abilities	Undertake an infrastructure audit and progressively upgrade Council owned assets to meet Access to Premises Standards	Audit 12 Months Upgrade of assets as practicable	Manager Works

### FOCUS AREA 3 Supporting Access to Meaningful Employment

**Council CSP Goal - To have a progressive Council that communicates and engages well with the community and is a role model for inclusivity**

No	Strategy	Action	Timeframe	Responsibility
	Seek opportunities for people with a disability to be considered for employment with Council	Investigate student placements, work experience and volunteering roles for people with a disability in accordance with the Workforce Management Plan	2 Years	Human Resources Officer
		Investigate options for forming partnerships or participating in government initiatives relating to employment of people with a disability	2 Years	Human Resources Officer
	Recognise support requirements of Council employees with a disability	Potential workplace adjustments-- and review of such - for people with a disability to be included in Council's recruitment processes	2 Years	Human Resources Officer also and Workplace Health and Safety Officer
		Relevant disability discrimination legislation and disability awareness to be included in Council's recruitment procedures	12 Months	Human Resources Officer also and Workplace Health and Safety Officer
	Advocate employment opportunities to other business/industry for people with a disability	Promote the benefits, setting Council as an example, to business through presentation to the Narrandera business group as well as via other meetings and forums	2 Years	Economic Development

## FOCUS AREA 4 Improving access to services through provision of better systems and processes

**Council CSP Goal - To have a progressive Council that communicates and engages well with the community and is a role model for inclusivity**

No	Strategy	Action	Timeframe	Responsibility
	Seek other methods of communication that caters to people with a disability	Audit and revise Council's website to be compliant with WCAG2.0AA (*refer note below)	2 Years	Information Technology Manager
		Encourage availability of audio versions of Council information – including capacity on Council's website	2 Years	Information Technology Manager
		Investigate the feasibility of a portable hearing loop for use/hire within the Community	12 Months	Information Technology Manager
	Ensure that People with a Disability are Proactively engaged	Review Council's Community Engagement Strategy to ensure that it contains accessible and inclusive elements	12 Months	Governance and Engagement Manger
		Make sure that any Council event has the input of the proposed Council Access Committee in identifying any barriers to participation	12 months Following implementation	Community Development and Library Manager also Economic Development

\* Web Content Accessibility Guidelines 2.0 (WCAG2.0) is an international technical standard to make web content more accessible to people with disabilities. It relates to information in a web page or application including – Natural information such as text, images and sounds – and – Code or mark-up that defines structure and presentation. There is a strong mandate on Local Government to work towards achieving compliance with WCAG2.0AA

## DELIVERING THE PLAN

<b>Governance</b>	<p>The General Manager, Executive and Senior Management Team will sponsor and promote the Plan.</p> <p>A Multi-Disciplinary Steering Group will oversee and monitor the implementation of the actions in the Plan. This will include staff from Planning, Infrastructure, Human Resources, Risk Management, Tourism and Events, Economic Development, IT and Customer Service.</p>
<b>Integration</b>	<p>The actions in this Plan will become part of our Delivery Program and Annual Plan and help us to deliver the Community Strategic Plan.</p>
<b>Monitoring and Evaluation</b>	<p><b>and</b> An evaluation framework with performance indicators has been developed to measure change. Data will be collected and reported throughout the implementation of the Plan. In the 4th year of the Plan we will measure community satisfaction through a community survey. (<i>refer Evaluating the Success of the Plan</i>)</p>
<b>Reporting</b>	<p>Regular updates will be provided on our website to report progress.</p> <p>Progress towards delivering the actions in the Plan will be formally reported as part of Council's annual reporting processes.</p> <p>Council will prepare and submit reports to the NSW Disability Council as required.</p>
<b>Ongoing Consultation and Review</b>	<p>Council will consult with the community regularly to check that the priorities in the Plan are still the same and make changes to the Plan where needed.</p>



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## EVALUATING THE SUCCESS OF THE PLAN

A number of indicators have been identified so that the success of the plan can be measured both in quantity and quality.

### **FOCUS AREA 1**                      **Developing Positive Attitudes and Behaviours**

<p>Will be measured by:</p> <ul style="list-style-type: none"> <li>✓ % of people with a disability that have participated in Community events, festivals and gatherings</li> <li>✓ Number of community projects and campaigns to raise awareness of the positive contribution people with disability make to the community</li> </ul>	<p>Using:</p> <ul style="list-style-type: none"> <li>✓ Disability Access &amp; Inclusion Survey/ Customer satisfaction measure</li> <li>✓ Council data</li> </ul>
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### **FOCUS AREA 2**                      **Creating Liveable Communities**

<p>Will be measured by:</p> <ul style="list-style-type: none"> <li>✓ Regularity and Value of meetings of Council's Access Committee</li> <li>✓ % of people with a disability who are satisfied with the accessibility of Council's facilities and public spaces</li> <li>✓ Number of access issues with Council responsibility that are identified and addressed</li> </ul>	<p>Using:</p> <ul style="list-style-type: none"> <li>✓ Council data</li> <li>✓ Disability Access &amp; Inclusion Survey/ Customer satisfaction measure</li> <li>✓ Council data</li> </ul>
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### **FOCUS AREA 3**                      **Supporting Access to Meaningful Employment**

<p>Will be measured by:</p> <ul style="list-style-type: none"> <li>✓ % of people with a disability who are employed by Council including fulltime, part time, casual, work experience and volunteers</li> <li>✓ Level of accessibility in the workplace</li> </ul>	<p>Using:</p> <ul style="list-style-type: none"> <li>✓ Council data</li> <li>✓ Council data</li> </ul>
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### **FOCUS AREA 4**                      **Improving access to services through provision of better systems and processes**

<p>Will be measured by:</p> <ul style="list-style-type: none"> <li>✓ Number of Council publications that: <ul style="list-style-type: none"> <li>○ demonstrate improved accessibility</li> <li>○ include images of people with a disability and/or disability information and/or promotion of disability awareness</li> </ul> </li> <li>✓ Number of Council staff who have participated in Disability Awareness Training either structured or through induction processes</li> </ul>	<p>Using:</p> <ul style="list-style-type: none"> <li>✓ Council data</li> <li>✓ Council data</li> </ul>
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## FUNDING THE ACTIONS THAT SUPPORT THE PLAN

Some actions in this Plan are about continuing to do what we are doing well and others are about improving the way we do things. Many actions will not cost Council additional money but require us to do things differently. However some actions in the Plan will require additional funds to build something or upgrade an existing facility or service. The money to do this work will be allocated through the annual budget process where possible. At times Council may apply for funding from external sources to help achieve the actions in the Plan.

## MANAGING OUR RISK

Council understands that it has a legal responsibility, in providing service, not to discriminate against another person on the grounds of that other person's disability. Council will continue to increase access to information, upgrade facilities and improve how it delivers services to remove barriers to access and meet this obligation. The actions in this plan demonstrate our commitment to continual improvement and have been prioritised with consideration being given to Council's Risk Management process.



## OTHER COUNCIL DOCUMENTS THAT SUPPORT THE DIAP

The contents of the DIAP should not be considered purely in isolation as there are a number of other Council developed plans, strategies and programs that strengthen and support the aims of the DIAP.

These include – but are not limited to – the following:

### **1. The Community Strategic Plan, Delivery Program and Operational Plan**

As stated in the introduction, these integrated documents are the overarching plans and core drivers for Council's operations.

### **2. The Positive Ageing Strategy**

This strategy was adopted by Council in 2016 and covers many areas that overlap into the Disability arena. It is recognised that many of our Ageing Population suffer with mobility issues and/or chronic health problems either long term or in sporadic episodes. The content of the Positive Ageing Strategy and the consultation information gathered was closely considered in developing the DIAP.

### 3. The Narrandera Business Centre Master Plan

This plan outlines the proposal for a significant upgrade to the CBD area of Narrandera. Access, pedestrian and traffic issues are a strong highlight of this plan. The content of this plan and the consultation undertaken was considered in developing the DIAP.

### 4. The Economic Development Strategy

This strategy was adopted by Council in 2016 and involves strategies and actions to strengthen the Economic fabric of the Community including attractiveness and liveability. A number of items within this Strategy align with the focus areas of the DIAP. One item in particular targets diversification of accommodation options within the Shire.

### 5. Pedestrian Access and Mobility Plan

The Pedestrian Access and Mobility Plan (PAMP) is a comprehensive strategic and action plan to identify, prioritise and build pedestrian facilities in the towns of Narrandera, Grong Grong and Barellan. A PAMP coordinates investment in safe, convenient and connected pedestrian routes.

You can download copies of the above documents from Councils website (refer contact information below)

## FOR FURTHER INFORMATION

For further information please contact the Narrandera Shire Council via:



Phone: 02 6959 5510



Mail: 141 East Street, Narrandera, NSW, 2700



Email: [council@narrandera.nsw.gov.au](mailto:council@narrandera.nsw.gov.au)



Website: [www.narrandera.nsw.gov.au](http://www.narrandera.nsw.gov.au)

## ACKNOWLEDGEMENTS

Council wishes to sincerely thank and acknowledge the valuable contributions made by members of the Community – including persons living with a disability, their carers, support workers and disability service providers. Also, those interested general community members, Council staff and Councillors involved in consulting, developing, adopting and publishing this plan.